



Change History Log:

February 8, 2002

In Response Reply to: 02EDU0178

Department of Education
Student Financial Assistance
Carol Seifert
Contracts Office Technical Representative

Subject: Contract # ED-99-DO-0002
Task Order # 76 IFAP/Schools Portal Operations
Deliverable 76.1.1g: IFAP/Schools Portal January 2002 SLA Monthly Metrics Report

Dear Ms. Seifert:

Enclosed is the IFAP/Schools Portal January 2002 SLA Monthly Metrics Report that is required by the subject task order. Attached are suggested changes from the reviewers. Future revisions are not planned, but the document will be updated as appropriate.

ACCENTURE, LLP

Deliverable 76.1.1g: IFAP/Schools Portal January 2002 SLA Monthly Metrics Report					
Suggested Changes/Comments	Page	Author	Date	Change Made Y/N	Comment
SIR 433 missing from report	9	Colleen Kennedy	2/7/02	Y	Added SIR to the SIR list
SIR 424 has incorrect close date	8	Colleen Kennedy	2/7/02	Y	Changed the closed date from 2/15/02 to 2/16/02
Table changes to reflect added SIR: add 1 to total of Misc Enhancements for incoming and resolved request table; updated totals on both pages	4	Mark Mandrella	2/7/02	Y	Changes required to reflect SIR addition above.
Changed resolution quality to 41 total records	5	Mark Mandrella	2/7/02	Y	Change required to reflect SIR addition above.